

## Memo

*full*

TO: File  
FROM: Ruth Kugler  
DATE: October 8, 1999  
RE: 0866/OE519

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I received a call from Larry Schwartz of Customer Service Center, Group 3700 regarding the status of the above application.

After several failed attempts by Examiner Lien Ngo; Supervisor Monroe, Larry Schwartz has uncovered the problem in the above application.

The PTO mixed up two (2) serial numbers and combined all the papers into one file resulting in a mixup of filing dates, etc.

The PTO must separate this file into two (2) separate files and backtrack to the beginning. Someone in the PTO apparently altered the serial number 09/117.406 to 09/117.405 which resulted in two files erroneously being combined into one.

The PTO will have someone separate these files and Larry Schwartz will call me in a week to update the progress and status.